



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

HUMAN RESOURCES ASSISTANT

Class No. 002440

■ CLASSIFICATION PURPOSE

To perform a wide variety of paraprofessional duties in the areas of selection, examination, recruitment, training, labor relations, position classification, compensation, and validation; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Human Resources Assistant is responsible for performing entry-level paraprofessional tasks within a human resources discipline. Under general supervision, incumbents perform a wide variety of paraprofessional duties and are responsible for collecting data and organizing it into a predefined form in preparation for analysis by professional staff. The Human Resources Assistant differs from the general clerical series in that incumbents are privy to highly confidential and sensitive information regarding decision-making processes affecting recruitment and selection, benefits, workers compensation, labor relations, personnel, and employment transactions.

■ FUNCTIONS

The examples of essential functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Essential Functions:

1. Assists in preparing correspondence, memoranda, reports, forms, declarations, proposals, MOA's, job announcements, examinations, training plans, policies, requisitions and statistical data such as charts, tables and graphs.
2. Processes a variety of personnel-related forms and records.
3. Sets-up and maintains office files, records and indices.
4. Maintains control files to monitor assignment status and expedites the completion of assignments.
5. Reviews a variety of reports, forms, and records for accuracy and completeness.
6. Inputs and retrieves information from a computerized record keeping system.
7. Responds to inquiries from the public, department representatives and employees concerning confidential information in situations where tact and judgment must be exercised.
8. Coordinates time, place and participants for meetings, negotiations, hearings, and arbitrations.
9. Sorts, prioritizes, and routes incoming mail.
10. Operates office equipment such as personal computers, copy machines, and calculators.
11. Trains and provides technical guidance to clerical staff.
12. Prepares special and periodic reports that involve compiling data from a number of sources.
13. Processes and maintains the more difficult and technical personnel-related forms and records.
14. Plans and reviews work assignments within a clerical unit.
15. Performs the most complex technical work involved in processing employment list promulgations, certification lists, personnel appointment forms, job announcements and applications for publication and test preparation.
16. Interprets and explains personnel-related policies, procedures, rules and regulations.

17. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.
18. Assists in the development and implementation of clerical policies and procedures.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Indexing rules and filing systems, including alphabetical, chronological, numerical, subject area and tickler.
- Business English, including spelling, punctuation, grammar, capitalization, and word usage.
- Record keeping and monitoring procedures.
- Modern office procedures and practices.
- Operation and use of common office equipment including computers, calculators, and copiers.
- Personnel-related rules, regulations, policies and procedures of the County of San Diego.
- County of San Diego organizational structure.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Maintain confidentiality.
- Operate common office equipment such as computers, calculator, copiers, etc.
- Prepare and process personnel-related forms, records and examination material.
- Operate computer to prepare a variety of records, reports and correspondence.
- Read, understand, and explain policy and procedures.
- Compile and summarize statistical, and other data.
- Proofread and review work for accuracy and completeness.
- Greet and assist customers, in person or over the phone, in a tactful and diplomatic manner.
- Interpret and explain complex personnel-related regulations, policies and procedures.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in challenging situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: Two (2) years journey-level clerical work experience in personnel, departmental personnel, training, or employee services performing such duties as: compiling information for professional level staff; posting, checking, balancing and adjusting personnel records; checking various tables; accumulating records and compiling statements; explaining personnel rules, policies and procedures to others; handling public contact situations; and preparing/processing a variety of reports, forms, correspondence and information, some of which are highly confidential.

Note: Completion of appropriate course work from an accredited college or university may substitute for up to one (1) year of the experience requirement.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers; bending and stooping; twisting of waist, side-to-side turning of neck; fine finger dexterity to operate keyboards and writing materials. Occasional: walking, reaching above and below shoulder level, and lifting and carrying files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

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